

# Customer Service Report for EMIB



For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
<b>Accounts</b>											
Access/Login	2	0	0	3	0	2	0	0	3	0	7
Account Lockout	3	0	0	0	0	0	0	0	3	0	6
Deactivate/Close	2	0	0	0	0	1	0	0	1	0	0
Edit Account	21	0	0	1	0	4	0	0	18	0	8
General Info	7	0	0	0	0	2	0	0	5	0	4
Register/Open	8	0	0	3252	0	7	0	0	3253	0	0
<b>Application Support</b>											
COTS-Other/Install	1	0	0	0	0	0	0	0	1	0	11
COTS-Other/Troubleshoot	1	0	0	0	0	0	0	0	1	0	13
MS Office/Install	0	1	0	0	0	0	0	1	0	0	60
MS Office/Request	0	0	0	1	0	0	0	0	1	0	47
<b>ASR</b>											
Other	0	0	0	1	0	0	0	0	1	0	0
<b>Back Office Support</b>											
Active Directory	11	0	0	7	0	0	0	0	18	0	5
Add Entry	0	0	0	2	0	0	0	0	2	0	0
Backup/Restore	3	0	0	0	0	0	0	0	3	0	22
Configuration	1	0	0	5	0	0	0	0	6	0	2
Hardware Enhancement	0	3	0	0	0	2	0	0	1	0	0
IM Hosting	1	0	0	0	0	0	0	0	1	0	3
Permissions/Shares	6	0	0	0	0	0	0	0	6	0	5
Release IP-DHCP	1	0	0	1	0	0	0	0	2	0	0
Reset Limits	38	0	0	0	0	0	0	0	38	0	6
Server Recovery	1	0	0	0	0	0	0	0	1	0	5
Troubleshoot	8	0	0	1	0	0	0	0	9	0	3

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For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Snapshot Date: 8/1/2009 7:24:07 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
<b>CC Technical Operations</b>											
Acct-Maintenance-E-Mail	0	0	0	1	0	0	0	0	1	0	25
<b>CIT Categories</b>											
LISTSERV	1	0	0	0	0	0	0	0	1	0	23
Personnel	0	1	0	0	0	0	1	0	0	0	0
<b>Connectivity</b>											
General Info	4	0	0	0	0	0	0	0	4	0	15
Proxy Server	2	0	0	0	0	0	0	0	2	0	20
<b>Email</b>											
Exchange Email	11	1	0	9	0	1	0	0	20	0	7
General Info	12	0	0	0	0	2	0	0	10	0	9
MS Outlook	9	0	0	1	0	1	0	0	9	0	17
PKI-Secure Email	2	0	0	0	0	0	0	0	2	0	7
<b>General Information</b>											
Inquiry	2	0	0	0	0	0	0	0	2	0	14
<b>Hardware</b>											
Desktop/Install/Build	0	1	0	0	0	1	0	0	0	0	0
Desktop/Troubleshoot	1	0	0	1	0	0	0	0	2	0	15
General Info	0	0	0	1	0	0	0	0	1	0	12
Servers/Install/Build	0	5	0	0	0	5	0	0	0	0	0
Servers/Troubleshoot	0	0	0	1	0	0	0	0	1	0	57
<b>Local LAN</b>											
LocalLAN/Connectivity	8	1	0	0	0	1	0	0	8	0	3
LocalLAN/General Info	3	0	0	2	0	0	0	0	5	0	9
<b>NIH Data Center</b>											
Aperture Vista	0	1	0	0	0	0	1	0	0	0	0
<b>NIHnet</b>											
Server Support-DNS	8	0	0	3	0	0	0	0	11	0	4

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Server Support-Other	1	0	0	0	0	0	0	0	1	0	3
Service Prov-IP Address Admin	1	0	0	0	0	0	0	0	1	0	35
Service Prov-Other	1	0	0	0	0	0	0	0	1	0	6
<b>Security</b>											
General Info	0	1	0	0	0	1	0	0	0	0	0
<b>Web Site Issue (non-CIT)</b>											
Other	1	0	0	1	0	1	0	0	1	0	6
<b>Grand Total:</b>	<b>182</b>	<b>15</b>	<b>0</b>	<b>3294</b>	<b>0</b>	<b>31</b>	<b>2</b>	<b>1</b>	<b>3457</b>	<b>0</b>	<b>0</b>

Total Tickets Closed: 3458

Total Tickets Assigned/Pending/Checked Out: 33

Total Tickets Created: 3491